



Sample Measurement Criteria

Quantity

- Eliminate/improve two inefficient processes by the end of the third quarter
- Increase productivity by 10% by end of performance cycle
- Conduct 4 in-house training sessions within performance cycle
- Successfully earn 48 hours of continuing education credit by second quarter

Quality

- 90% of procedures comply with established guidelines/standards
- No more than two substantiated customer complaints are received within the rating period
- 95% percent of work is accurate, requiring little to no revision

Timeliness

- Deadlines are met 95% of the time
- Inspections are documented and submitted within 48 hours of completion
- Requests are completed within established timeframes, employee coordinates with customer and supervisor in advance if extension required

Cost

- Reduce program expenses by 10% by the end of the performance cycle
- Reduce unit cost from \$10 to \$8 by spring reporting deadline.
- Increase approved program funding levels by 15% by second quarter.